

# Enterprise Incident Report September 2011

As of 10/3/2011

## Environmental Quality

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Environmental Quality	2 0	121 56	2 0	125 56
Customer Company Total	2 0	121 56	2 0	125 56

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Environmental Quality	2 0	121 11	2 1	125 12
Customer Company Total	2 0	121 11	2 1	125 12

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### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Environmental Quality	2 0.14	121 0.29	2 0.90	125 0.30
Customer Company Total	2 0.14	121 0.29	2 0.90	125 0.30

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### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Environmental Quality	2 0	121 5	2 0	125 5
Customer Company Total	2 0	121 5	2 0	125 5

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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Environmental Quality	2 0.37	121 1.30	2 1.54	125 1.29
Customer Company Total	2 0.37	121 1.30	2 1.54	125 1.29

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### Detail

<b>INC000000374373</b>	Faye Bell Metro B Help Desk	None Gary Graham	None Environmental Quality	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000374907</b>	Neil Taylor Metro B Desktop Support	PC/Laptop Bill Crowther	None Environmental Quality	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.86 2.04
<b>INC000000374926</b>	Dale Jorgensen Metro B Help Desk	Application Janet Hongsyvilay	None Environmental Quality	Mozilla Firefox Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
<b>INC000000375295</b>	Brad Holdaway Metro B Desktop Support	None Bill Crowther	None Environmental Quality	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.61 2.72
<b>INC000000375667</b>	Kathryn Dozier Metro B Desktop Support	Print/Copy/Scan/Fax Bill Crowther	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 3.25
<b>INC000000375672</b>	Kathryn Dozier Metro B Help Desk	Network Val Shepherd	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000375682</b>	Scott Hacking Metro B Desktop Support	Network Bill Crowther	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000375789</b>	Candace Cady Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	ArcGIS Server Applications Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.27 3.80
<b>INC000000375858</b>	Cynthia Beem Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.44 4.14
<b>INC000000375897</b>	Courtney Youse Metro B Help Desk	Network Gary Graham	Password Environmental Quality	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000376060</b>	Karen Wehking Metro B Help Desk	Application Val Shepherd	Error Environmental Quality	Employee Gateway Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 1.05
<b>INC000000376075</b>	Jule Fausto Metro B Help Desk	Application Val Shepherd	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000376236</b>	Matt Sullivan Metro B Desktop Support	Application Matthew Blunk	Error Environmental Quality	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 5.01
<b>INC000000376237</b>	Anthony De Arcos Metro B Desktop Support	Network Bill Crowther	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000376238</b>	Christine Keyser Metro B Desktop Support	Network Bill Crowther	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000376537</b>	Rebecca Troutman Metro B Desktop Support	Application Bill Crowther	Password Environmental Quality	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.60 6.35

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<b>INC000000376586</b>	Valerie Warr Metro B Help Desk	Application Val Shepherd	None Environmental Quality	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000376622</b>	Kimberly A Wilcox Metro B Help Desk	Application Val Shepherd	None Environmental Quality	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
<b>INC000000376657</b>	Valerie Warr Metro B Help Desk	Application Val Shepherd	None Environmental Quality	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.38
<b>INC000000376706</b>	Amanda Smith Metro B Desktop Support	PC/Laptop Anthony Booyse	Hardware Environmental Quality	None High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.58
<b>INC000000376883</b>	Joan Thalmann Metro B Desktop Support	PC/Laptop Bill Crowther	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.77 1.18
<b>INC000000377259</b>	Hans Millican Metro B Help Desk	Network Val Shepherd	Password Environmental Quality	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000377264</b>	Ilene Staker Help Desk	Application Vicky Marrelli	Password Environmental Quality	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000377271</b>	Shane Bekkemellom Metro B Desktop Support	PC/Laptop Bill Crowther	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.22
<b>INC000000377389</b>	Kimberly A Wilcox Metro B Help Desk	Application Janet Hongsyvilay	Error Environmental Quality	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.45
<b>INC000000377479</b>	Judy Etherington Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	Adobe Acrobat Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.41 2.60
<b>INC000000377527</b>	Ilene Staker Metro B Desktop Support	None Peter Musser	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000377706</b>	Daniela Walsh Metro B Help Desk	PC/Laptop Gary Graham	Performance Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
<b>INC000000377895</b>	Sandy Dixon Metro B Desktop Support	Print/Copy/Scan/Fax Bill Crowther	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.41
<b>INC000000378436</b>	Teri Weiss Voice/Data/WAN Services	Telecom T Artis	Dial Tone Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.24
<b>INC000000378853</b>	Russell Topham Help Desk	PC/Laptop Brenda Treadway	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.52 0.52
<b>INC000000378854</b>	Jeri Olsen Metro B Desktop Support	Application Bill Crowther	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.76 2.32
<b>INC000000378911</b>	Mark Berger Metro B Help Desk	Network Val Shepherd	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000379305</b>	Frank Stehno	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.04
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.75
<b>INC000000379425</b>	Edith VanVleet	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.02
<b>INC000000379639</b>	Phillip Goble	Application	None	None		TIR Missed:	No	TIR:	0.70
	Fleet Administration	Corry Hill	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.91
<b>INC000000379657</b>	Matthew Garn	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000379686</b>	Robert Neal Olson	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000379745</b>	Bowen A Call	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000379787</b>	Jeri Olsen	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.32
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed:	Yes	TTR:	13.10
<b>INC000000379821</b>	Phillip Goble	Telecom	None	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000379845</b>	Christine Osborne	Network	Error	None		TIR Missed:	No	TIR:	0.26
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	2.52
<b>INC000000380204</b>	Rawn Wallgren	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.15
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.21
<b>INC000000380418</b>	Shane Bekkemellom	None	None	None		TIR Missed:	No	TIR:	0.02
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.05
<b>INC000000380638</b>	Sandy Dixon	Application	Password	None		TIR Missed:	No	TIR:	0.00
	Application Support - Single Signon	Lana Larsen	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000380691</b>	Lori Knudsen	Print/Copy/Scan/Fax	None	None		TIR Missed:	Yes	TIR:	1.03
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	1.20
<b>INC000000380756</b>	Connie Rauen	Telecom	Call/Receive	None		TIR Missed:	No	TIR:	0.25
	Voice/Data/WAN Services	Mike Johnson	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.36
<b>INC000000380781</b>	Colleen Delaney	None	None	Adobe Acrobat		TIR Missed:	No	TIR:	0.09
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed:	Yes	TTR:	11.43
<b>INC000000380797</b>	Kathryn Dozier	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.75
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.75
<b>INC000000380955</b>	Michelle Weis	None	None	Microsoft Office Word Viewer		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.12



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<b>INC000000381007</b>	Michelle Weis Metro B Desktop Support	Application Bill Crowther	None Environmental Quality	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 4.34
<b>INC000000381323</b>	Don Lore Metro B Desktop Support	Network Bill Crowther	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000381335</b>	Joel Karmazyn Metro B Desktop Support	Network Bill Crowther	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000381566</b>	Craig W Jones Metro B Hosting	Application James Gramse	None Environmental Quality	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.02
<b>INC000000381632</b>	Larry Larkin Metro B Desktop Support	Network Bill Crowther	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.44 3.28
<b>INC000000381752</b>	Mark Berger Voice Operations	Telecom Kelly Johnson	Call/Receive Environmental Quality	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.87
<b>INC000000381973</b>	Judy Etherington Metro B Desktop Support	None Bill Crowther	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.65
<b>INC000000382129</b>	Gregory Mortensen Application Services	Application Tony Larsen	Reporting Environmental Quality	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 2.53
<b>INC000000382141</b>	Rich Peterson Metro B Desktop Support	Remote Connectivity Bill Crowther	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000382174</b>	Rik Ombach Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000382478</b>	Rebecca Troutman Metro B Help Desk	PC/Laptop Val Shepherd	Hardware Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000382525</b>	Gwyn Galloway Metro B Desktop Support	None Bill Crowther	None Environmental Quality	Novell GroupWise Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.34 6.59
<b>INC000000382611</b>	Connie Rauen Metro B Help Desk	None Gary Graham	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000382821</b>	EQ He Metro B Help Desk	None Gary Graham	None Environmental Quality	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000383021</b>	Connie Rauen Help Desk	Application Vicky Marrelli	Password Environmental Quality	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000383294</b>	Jeffrey Barrett Voice Operations	Telecom Kelly Johnson	Voice Mail Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 2.34
<b>INC000000383299</b>	Robin Kelly Voice/Data/WAN Services	Telecom Mark Thomas	Dial Tone Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 3.11

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<b>INC000000383306</b>	Connie Rauen Voice Operations	Telecom Romanza Hamblin	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 2.31
<b>INC000000383321</b>	Mark Jensen Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	Microsoft Office Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000383364</b>	Joel Karmazyn Metro B Desktop Support	Network Bill Crowther	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 2.82
<b>INC000000383468</b>	Steven Onysko Metro B Help Desk	Application Janet Hongsyvilay	None Environmental Quality	Microsoft Word Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
<b>INC000000383482</b>	Deborah Ng Metro B Desktop Support	PC/Laptop Bill Crowther	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 2.86
<b>INC000000383580</b>	Michael Yang Metro B Help Desk	Application Janet Hongsyvilay	Reporting Environmental Quality	Employee Gateway Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.53 0.67
<b>INC000000383590</b>	Kathryn Dozier Voice/Data/WAN Services	Telecom Mark Thomas	Call/Receive Environmental Quality	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 2.22
<b>INC000000383623</b>	Lisa Gelino-Titcomb Metro B Desktop Support	Storage Bill Crowther	Stand Alone Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000383628</b>	Robert Leishman Jr Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000383881</b>	Doug Wong Help Desk	Application Vicky Marrelli	Error Environmental Quality	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000383925</b>	Bill Craig Metro C Help Desk	Network Ross Owen	Password Environmental Quality	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000384694</b>	Michael Yang Voice Operations	Telecom Romanza Hamblin	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 1.59
<b>INC000000384739</b>	Beverly Rasmussen Metro B Desktop Support	Application Bill Crowther	None Environmental Quality	None High	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.17
<b>INC000000384748</b>	Tina Mercer Voice Operations	Telecom Romanza Hamblin	Voice Mail Environmental Quality	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 1.28
<b>INC000000384789</b>	Frances Bernards Metro B Desktop Support	PC/Laptop Bill Crowther	Hardware Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.75
<b>INC000000384922</b>	Jule Fausto Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000385131</b>	Jennifer Yee Metro B Desktop Support	Print/Copy/Scan/Fax Bill Crowther	Error Code Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000385176</b>	Bill Damery	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 2.69
<b>INC000000385213</b>	Lori Knudsen	None	None	None		TIR Missed: No	TIR: 0.48
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.96
<b>INC000000385553</b>	Lisa Gelino-Titcomb	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.06
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.27
<b>INC000000385804</b>	Jim Bowcutt	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000385865</b>	Ilene Staker	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000385890</b>	Jalynn Knudsen	None	None	None		TIR Missed: No	TIR: 0.20
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.34
<b>INC000000385916</b>	Harold Sandbeck	Network	None	None		TIR Missed: No	TIR: 0.02
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.30
<b>INC000000385967</b>	Jeri Olsen	Telecom	Dial Tone	None		TIR Missed: No	TIR: 0.13
	Voice/Data/WAN Services	Mike Johnson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.20
<b>INC000000386026</b>	Edith VanVleet	Remote Connectivity	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000386631</b>	David Hansen	Application	None	None		TIR Missed: No	TIR: 0.78
	Metro B Desktop Support	Matthew Blunk	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 2.19
<b>INC000000386860</b>	Kent Bott	PC/Laptop	Performance	None		TIR Missed: Yes	TIR: 2.61
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: Yes	TTR: 6.46
<b>INC000000387419</b>	Alex Pashley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000387449</b>	Mark Stanger	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000387480</b>	Donna Spangler	Telecom	None	None		TIR Missed: No	TIR: 0.08
	Voice Operations	Romanza Hamblin	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.14
<b>INC000000387492</b>	Alex Pashley	Network	None	None		TIR Missed: No	TIR: 0.33
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.33
<b>INC000000387508</b>	Rusty Lundberg	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000387648</b>	Ying-Ying Macauley	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.71

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## Environmental Quality

<b>INC000000387711</b>	Renette Anderson	Application	Error	None		TIR Missed: No	TIR: 0.19
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.20
<b>INC000000387892</b>	Richard McKeague III	Application	Error	Novell GroupWise		TIR Missed: Yes	TIR: 1.09
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 5.08
<b>INC000000387977</b>	Jeffrey Barrett	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.47
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.50
<b>INC000000387993</b>	Donna Spangler	Telecom	Voice Mail	None		TIR Missed: No	TIR: 0.40
	Voice Operations	Gail Christiansen	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.40
<b>INC000000388018</b>	Rawn Wallgren	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR: 2.17
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 2.43
<b>INC000000388224</b>	Kathryn Dozier	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR: 1.12
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.79
<b>INC000000388890</b>	Rebecca Troutman	Application	Error	Microsoft Excel		TIR Missed: No	TIR: 0.48
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 2.57
<b>INC000000388946</b>	Dave Edwards	Application	Error	None		TIR Missed: No	TIR: 0.09
	Security	Sharon Smith	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.16
<b>INC000000389168</b>	Patrick Barickman	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.21
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.74
<b>INC000000389304</b>	Kathy Barker	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.57
<b>INC000000389389</b>	Pauline Gunn	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	Eileen Dubach	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000389608</b>	Patrick Sheehan	Telecom	None	Cisco AnyConnect VPN Client		TIR Missed: No	TIR: 0.52
	Voice/Data/WAN Services	T Artis	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.53
<b>INC000000389724</b>	Pauline Gunn	Network	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.07
<b>INC000000389877</b>	Dave Edwards	Application	Error	Utah Master Directory		TIR Missed: No	TIR: 0.28
	Security	Sharon Smith	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.28
<b>INC000000390175</b>	Phillip Goble	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.72
<b>INC000000390182</b>	Wade Hansen	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.75
<b>INC000000390262</b>	Mary Fugate	PC/Laptop	None	None		TIR Missed: No	TIR: 0.72
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.88

# Enterprise Incident Report September 2011

As of 10/3/2011

## Environmental Quality

<b>INC000000390272</b>	Wade Hansen Metro B Help Desk	Network Gary Graham	Password Environmental Quality	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000390295</b>	Doug Wong Metro B Help Desk	Application Gary Graham	Error Environmental Quality	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
<b>INC000000390343</b>	Michael George Jr Metro B Desktop Support	Print/Copy/Scan/Fax Bill Crowther	None Environmental Quality	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.65 5.33
<b>INC000000390754</b>	Ilene Staker Metro B Desktop Support	None Peter Musser	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000390953</b>	Elisa Smith Voice/Data/WAN Services	Print/Copy/Scan/Fax Mark Thomas	Incident Environmental Quality	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 1.54
<b>INC000000390953</b>	Elisa Smith Voice/Data/WAN Services	Print/Copy/Scan/Fax Mark Thomas	Incident Environmental Quality	None Medium	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.54 1.54
<b>INC000000391195</b>	Mary Fugate Metro B Desktop Support	Print/Copy/Scan/Fax Anthony Booyse	Error Code Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.70 0.77